

# Joe William Bolinger

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## OBJECTIVE

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Seeking an applied research or engineering position at the intersection of enterprise scale software development and innovative service and user experience design.

Interests include software design methodologies, computer supported cooperative work, collaborative technologies, adaptive systems, social media and analytics, mobile technology, and design patterns.

## EDUCATION

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EXPECTED DECEMBER 2011	Ph.D., Computer Science & Engineering ( <i>GPA: 3.6/4.0</i> ) Thesis: <i>A Visual Design Framework for Collaborative Tools in Complex Service Organizations</i> Ohio State University, Columbus Ohio USA
2010	M.S. Computer Science & Engineering ( <i>GPA: 3.6/4.0</i> ) Ohio State University, Columbus Ohio USA
2005	B.S. Magna Cum Laude, Computer Science & Engineering ( <i>GPA: 3.7/4.0</i> ) Ohio State University, Columbus Ohio USA

## EXPERIENCE

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2006–CURRENT	<b>Research Assistant</b> – Ohio State University (Advisor: Dr. Jay Ramanathan) Conducted research at the intersection of computer supported cooperative work and enterprise architecture and governance. Designed prototype systems and developed a hybrid research methodology for developing design patterns through field studies. Previously worked on domain modeling techniques and software architecture pattern mining.
2009–CURRENT	<b>Research Assistant</b> – Ohio State University (Advisor: Dr. Rajiv Ramnath) Developed a method for transforming real software project artifacts into engaging course materials for graduate level software engineering courses. Evaluated these materials through mixed method content analysis and interview techniques.
SUMMER 2010	<b>Research Intern</b> – IBM Research - Almaden (Advisor: Dr. Yolanda Rankin) Worked with IT service delivery teams to develop a game-like application for collecting and visualizing data about how team members interact with their clients. Iteratively developed wireframes and prototypes and conducted user studies.
WINTER 2010	<b>Student Mentor</b> – Ohio State University (Advisor: Dr. Rajiv Ramnath) Mentored a graduate student working with a startup to design and develop a family calendaring application. Helped shape the student's graduate thesis and led the software development process and implementation of the product.
2007–2009	<b>Research Assistant</b> – Ohio State University (Advisor: Dr. Joseph Fiksel) Collaborated with the Department of Industrial Engineering to design software tools for interfacing with clients. Developed two applications, EcoFlow and EcoLCA, for supporting forms of cost/benefit and environmental analysis.

SPRING 2008, SPRING 2010	<b>Teaching Assistant</b> – Ohio State University (Advisor: Dr. Rajiv Ramnath) Assisted the instructor in two offerings of a new course on applied enterprise computing with Java EE (J2EE). Designed and graded a series of lab assignments, built end-to-end sample applications (web and mobile), gave occasional lectures, and advised students.
AUTUMN 2007	<b>Teaching Assistant</b> – Ohio State University Instructed a weekly lab session and held office hours for an introductory computing course.
AUTUMN 2005, AUTUMN/SPRING 2006	<b>Teaching Assistant</b> – Ohio State University Tutored students in multiple offerings of a software engineering capstone design course.
2003–2004	<b>Intern Software Developer</b> – Covansys Developed a graphical web application to assist a support team with configuration management and network monitoring.

## AWARDS

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2011	Frontiers in Education New Faculty Fellow Award
2010	IBM Ph.D. Fellowship Award
2009	ACM SIGAPP Student Travel Award
2006	Upsilon Pi Epsilon Honor Society Member

## SKILLS

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PROGRAMMING	Java/Java EE, Flash/ActionScript, Flex, Hibernate, Javascript, HTML, CSS, XML, Android, C/C++, C#, PHP, Python, Perl
MANAGEMENT	ITIL Foundations Certified
TOOLS	Eclipse, Flex Builder, Visual Studio, NetBeans, Trac, SVN, L <sup>A</sup> T <sub>E</sub> X, ATLAS.ti
OS	Mac, Linux, Unix, Windows
ADMINISTRATION	JBoss, Apache, MySQL, WebSphere, Active Directory, OpenLDAP

## PUBLICATIONS

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2011	<b>Bolinger, J.</b> , Martin A., Rankin Y., <i>Client Touchpoint Modeling: Making the Invisible Visible within IT Service Delivery Organizations</i> , To appear in a special IEEE/ Service Research and Innovation Institute Journal.  Martin A., Rankin Y., <b>Bolinger, J.</b> , <i>Client TouchPoint Modeling: Understanding Client Interactions in the Context of Service Delivery</i> , In Proceedings of the 2011 Annual Conference on Human Factors in Computing Systems, Vancouver, British Columbia, May 2011.  <b>Bolinger, J.</b> , <i>Connecting Reality with Theory: An Approach for Creating Integrative Industry Case Studies in the Software Engineering Curriculum</i> , To appear at the 2011 Frontiers in Education Conference, Rapid City, South Dakota, October 2011.
2010	<b>Bolinger, J.</b> , Ramanathan, J., Ramnath, R., <i>BlackTie: Injecting Elements of Formality into Enterprise Social Software</i> , In Proceedings of the 2010 International Symposium on Collaborative Technologies and Systems, Chicago, Illinois, May 2010. ( <b>Best paper award nominee</b> )

- Bolinger, J.**, Yackovich, K., Ramnath, R., Ramanathan, J., Soundarajan, N., *From Student to Teacher: Transforming Industry Sponsored Student Projects into Relevant, Engaging, and Practical Curricular Materials*, In Proceedings of the 2010 IEEE Conference on Transforming Engineering Education, Dublin, Ireland, April 2010.
- 2009 **Bolinger, J.**, Horvath, G., Ramanathan, J., Ramnath, R., *Collaborative Workflow Assistant for Organizational Effectiveness*, In Proceedings of the 24<sup>rd</sup> Annual ACM Symposium on Applied Computing, Honolulu, Hawaii, March 2009.
- Horvath, G., **Bolinger, J.**, Ramanathan, J., Ramnath, R., *Document-centric collaborative spaces for increased traceability in knowledge-intensive processes*, In Proceedings of the International Symposium on Collaborative Technologies and Systems, Baltimore, Maryland, May 2009.
- 2008 Hartung, R.L, Ramanathan, J., **Bolinger, J.**, *Ontology for Enterprise Modeling*, In Proceedings of the 12<sup>th</sup> International Conference on Knowledge-Based Intelligent Information and Engineering Systems, Zagreb, Croatia, September 2008.
- 2006 **Bolinger, J.**, Ramanathan, J., *Multi-Dimensional Performance Framework for Enterprise Knowledge Infrastructures*, In Proceedings of the 15<sup>th</sup> IEEE international Workshops on Enabling Technologies: Infrastructure For Collaborative Enterprises, Manchester, United Kingdom, June 2006.

## AFFILIATIONS

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ACM                      Student Member of the ACM